



INFORmed

A newsletter for Providers of Independent Care Health Plan

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Help spread the word!

Please forward this email to others in your organization who need this information.

New iCare Provider Portal

iCare launched a new and improved Provider Portal experience. The new Portal has more functionality for Office Managers and/or Administrators, in addition to other added features.

The [new Portal](#) is active for registration to be completed with information already at your disposal using your TIN, NPI and most recent check number. iCare can also generate a one-time PIN. If you have checks with 20 or more claims processed, you will need to register with a PIN. To request a PIN, [click here](#). In your email, include your provider's name, TIN and NPI. You can also use this email to contact us with questions or concerns.

The [iCare Provider Portal Reference Guide](#) provides further information and outlines functionalities.

Prior Authorization List

iCare's Prior Authorization Department published a new [Prior Authorization List](#) which took effect June 1, 2022.

Many of the services requiring prior authorization are new service codes for 2022 as well as molecular pathology and genetic testing codes. Please remember to consult the prior authorization list before ordering send-out testing from reference labs.

When requesting prior authorization for any procedure or service, please include all pertinent clinical information including recent progress notes, therapy notes, pain scales, etc. While the Prior Authorization Department will attempt to request missing information whenever possible, iCare can provide faster determinations and avoid unnecessary denials when all the necessary information is included for review.

Thank you for your collaboration in providing quality care for our members.

National Core Indicator Staff Stability Survey

The Wisconsin Department of Health Services (DHS) is surveying agencies that provide long term care for adults with intellectual and developmental disabilities. The results will help DHS learn how to improve the quality and stability of the workforce in these types of organizations.

- Eligible agencies that complete the survey will receive an incentive payment of up to \$1,000.
- If your agency is interested in participating, please send an email to dhsdmswiarpahcbs@dhs.wisconsin.gov. You will then be sent a unique link to take the survey.

Please review the [attachment](#) for more information and timelines.



Julie Strenn

Julie Strenn Joined iCare's Board of Directors

Julie Strenn joined the iCare Board of Directors in May 2022.

Ms. Strenn, President/CEO of Opportunity Development Centers, Inc. (ODC), brings strong expertise and extensive relationships with rural communities, organizations, and providers. She has more than 25 years of experience in long-term care, having worked for provider agencies, managed care organizations, and state and local government agencies including DHS, Inclusa (formerly Community Care of Central Wisconsin),

In her position on the iCare board of directors, Ms. Strenn will advise on strategic activities the company considers pursuing in Wisconsin.

[Read the news release](#)



Kiva Gittings Graves

Kiva Gittings Graves Joins iCare's Executive Leadership Team

iCare added a new executive to its leadership team, Kiva Gittings Graves. Ms. Gittings Graves is the Chief of Staff to the Medicaid Regional President at iCare. She is a nurse executive with more than 20 years' experience in health care and Medicaid.

Prior to joining iCare, she worked for DHS as a Director in the Medicaid program, and as a nurse in both hospital and community settings. Her areas of expertise include evidenced-based nursing practice, health care policy, contract compliance, health care quality, strategic planning, leadership, advocacy, interdisciplinary collaboration, project management, systems management, and data analysis.

Ms. Gittings Graves has undergraduate degrees from Beloit College and Saint Anthony College of Nursing and a master's certificate in Organizational Communication from UW-Whitewater.

iCare Events and Sponsorships

iCare supports its communities with in-person and virtual events, sponsorships, webinars, and more. There is always a lot happening with iCare, and we invite you to join us! Check out our upcoming events on the [iCare Events Calendar](#).

We add to our [Events Calendar](#) often, so please remember to check in to see what we have coming up. And we are always looking for opportunities to participate in community events sponsored by organizations doing excellent work. Partner with us by [sending a message](#).

Supportive Home Care and Residential Care Providers: It is Imperative to Complete iCare's Monthly Survey

iCare contracted Supportive Home Care and Residential Care providers receive a monthly email from our Network Development department. This email includes a link to a form to report to iCare either your current capacity to accept new referrals, or current or upcoming vacancies (depending on your provider type).

Every month any previous information submitted is deleted and replaced with the most up-to-date information received. So, it is imperative you watch for the email and take a few moments to complete the survey.

If you do not receive the email and believe you should, please [contact us](#) so we may research and update your contact information, if necessary. Thank you.

News Briefs

Provider Reference Manual

These documents are a provider's primary resource to efficiently conduct transactions related to iCare members. Please download and save a copy for your reference.

- [Medicaid/Medicare Reference Manual](#)
- [Family Care Partnership Manual](#)

As updates occur to these documents, versions will be posted to our provider [web page](#) (scroll down half way on this page and click on the appropriate button), sent out through a INFORmed News Brief (email blast), and also included in this e-newsletter.

Provider Demographic/Affiliation Changes

Has any of your information changed? We strive to keep our records and our [provider directories](#) current not only to better serve our members, but also to remain compliant with DHS and CMS requirements. To update your information, please use the forms on our web site:

- The [Demographic Change Form](#) is for name, TIN, phone number or physical or billing address changes.
- The [Affiliation Change Form](#) is for adding or removing providers associated with a contracted provider group.

Please note: Organizations with delegated credentialing agreements should submit regular provider and facility rosters by [email](#).

Fraud, Waste, and Abuse

Do you suspect that someone is committing or has committed any form of Fraud, Waste or Abuse (FWA)? To report FWA directly or anonymously, please do one of the following:

- Fill out the [electronic form](#)
- Call the iCare Compliance Hotline at 1-877-584-3539.
- [Email](#)

Learn more about [iCare's Compliance Program](#), which includes Fraud, Waste and Abuse information.



Corporate Headquarters

1555 North RiverCenter Drive, Suite 206
Milwaukee, Wisconsin 53212

www.iCareHealthPlan.org

1-800-777-4376 (TTY: 1-800-947-3529)

Office hours: Monday – Friday, 8:30 a.m. – 5:00 p.m.



Independent Care Health Plan, 1555 N. RiverCenter Dr., Ste. 206, 53132, Milwaukee, United States

You may [unsubscribe](#) or [change your contact details](#) at any time.